

Surveyors Claims Examples

Insurance is purchased for peace of mind and the quality of the claims-handling service when it is required. This is particularly evident in the surveying sector where an understanding of the insured's business is vital to the swift resolution of any problem. At Tokio Marine HCC we have a claims team with a wealth of relevant experience.

Negligent survey report: Residential survey failed to identify cracking in ground floor wall adjacent to tree. Following purchase, property required substantial underpinning. Claim settled for £22,000.

Residential valuation: Claim for over-valuation pursued by lender against surveyor following repossession and subsequent forced sale of property. Claim settled for £55,000.

Commercial valuation: Lender caught out in mortgage fraud recouped £2,000,000 from surveyor who had provided the valuation on a nursing home, despite not knowing the borrower and having no experience of commercial valuations.

Planning claim: Surveyor instructed in a planning and development role in respect of the development of an industrial unit to be used as a storage and distribution depot for a major food manufacturer. Development of the site abandoned and claim for costs pursued against surveyor after it emerged that the correct approaches were not made to the local authority regarding access roads and a local brownfield site earmarked for residential housing. Claim settled for £43,000.

Commercial property claim: Claim for costs pursued by tenants for alleged failures in property specification following a leasehold agreement entered into. Allegations included the failure of the surveyor and property owners to adequately provide temperature control and lighting conditions for electronic and laser equipment. Settled for £12,000.

Quantity surveying claim: Quantity surveyor over-valued works completed by a contractor. Cost £500,000.

Expert witness claim: Quantity surveyor recommended client not to accept supposedly inadequate payment into court in contractor's dispute with client. The advice was based on incorrect quantity calculations. Paid £600,000.

Architectural claim: Dispute as to acceptability of sports hall roof height. Roof height needed to be lowered. Claim settled for £500,000.

Building surveying claim: Alleged negligence following condition survey report. Surveyors instructed to inspect condition of residential property, draw up schedule of repairs and refurbishment work and invite tenders. During refurbishment work contractors discovered that major structural timber supports required replacement in order to successfully complete work. The claimant argued that if this information had been available he would not have proceeded with work. Claim settled for £15,000.

Rent review claim: Surveyors instructed by claimant to investigate and negotiate with property freeholder following a rent review. Appeal failed after surveyors lodged an appeal after the deadline set out in the lease agreement. Claim settled for £70,000.